

The National  
**CITIZEN SURVEY™**

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**Report of Results for  
The City of Rye, NY**



Submitted by:

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## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City and County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Rye staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Rye staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

# UNDERSTANDING THE RESULTS

## ***Survey Administration***

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 25 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 575 residents, for a response rate of 49%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 575 residents is generally no greater than plus or minus 4 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Rye. (For more information on the survey methodology, see Appendix II. A copy of the survey materials can be found in Appendix III.)

## ***Survey Validity***

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.

- 3) Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- 4) Selecting the respondent within the household using an unbiased sampling procedure<sup>1</sup>.
- 5) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 6) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 7) Providing a self-addressed, postage-paid return envelope.
- 8) Offering the survey in Spanish when appropriate and requested by city officials.
- 9) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any

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<sup>1</sup> The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

### ***Use of the “Excellent, Good, Fair, Poor” Response Scale***

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

### ***“Don’t Know” Responses***

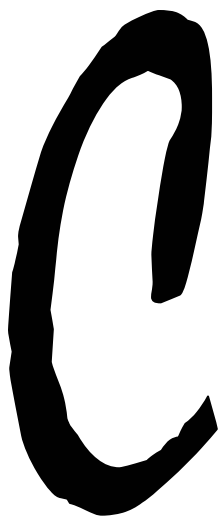
On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

### ***Putting Evaluations Onto a 100-Point Scale***

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.





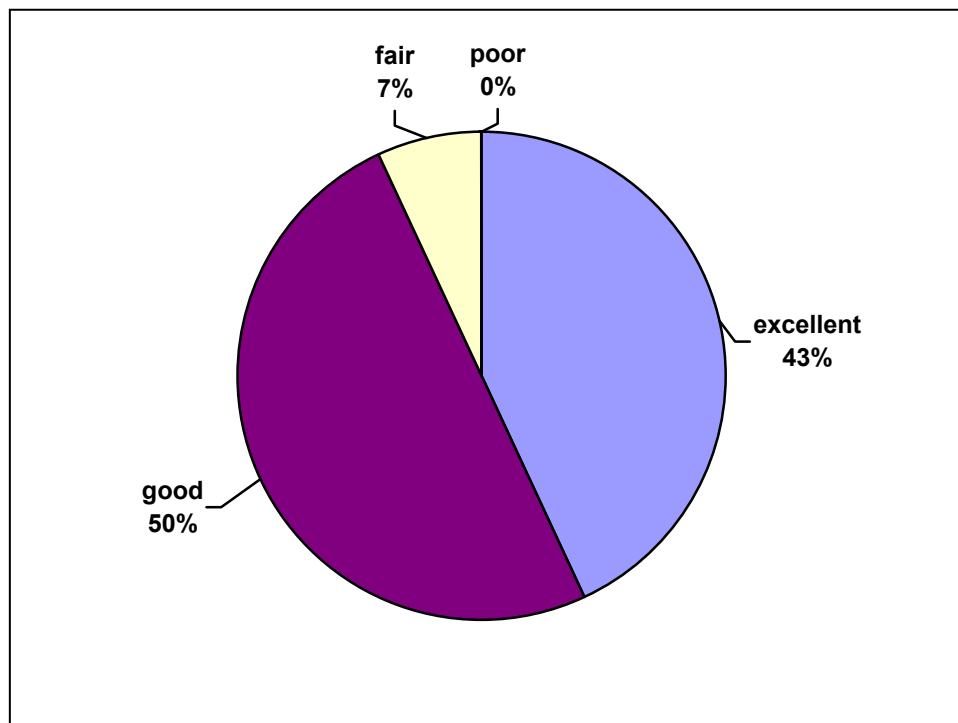
## COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Rye. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Rye. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Rye.

## QUALITY OF LIFE

When asked to rate the overall quality of life in Rye, 43% of respondents thought it was “excellent.” No one rated overall quality of life as “poor.” Rye as a place to live received an average rating of 85 on a 100-point scale. Other ratings can be seen in the charts on the following page.

**Figure 1: Overall Quality of Life in Rye**



**Figure 2: Quality of Life Ratings**

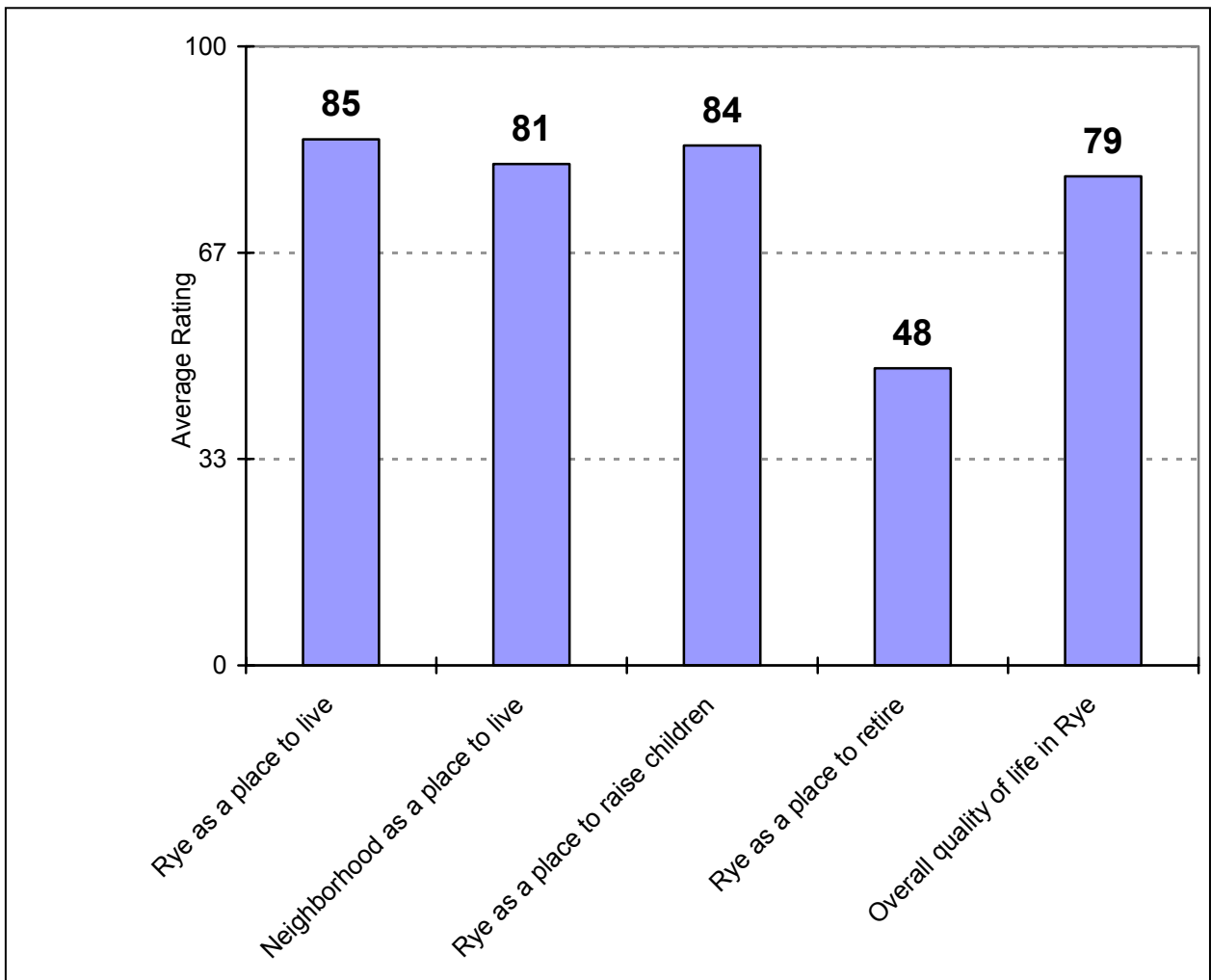
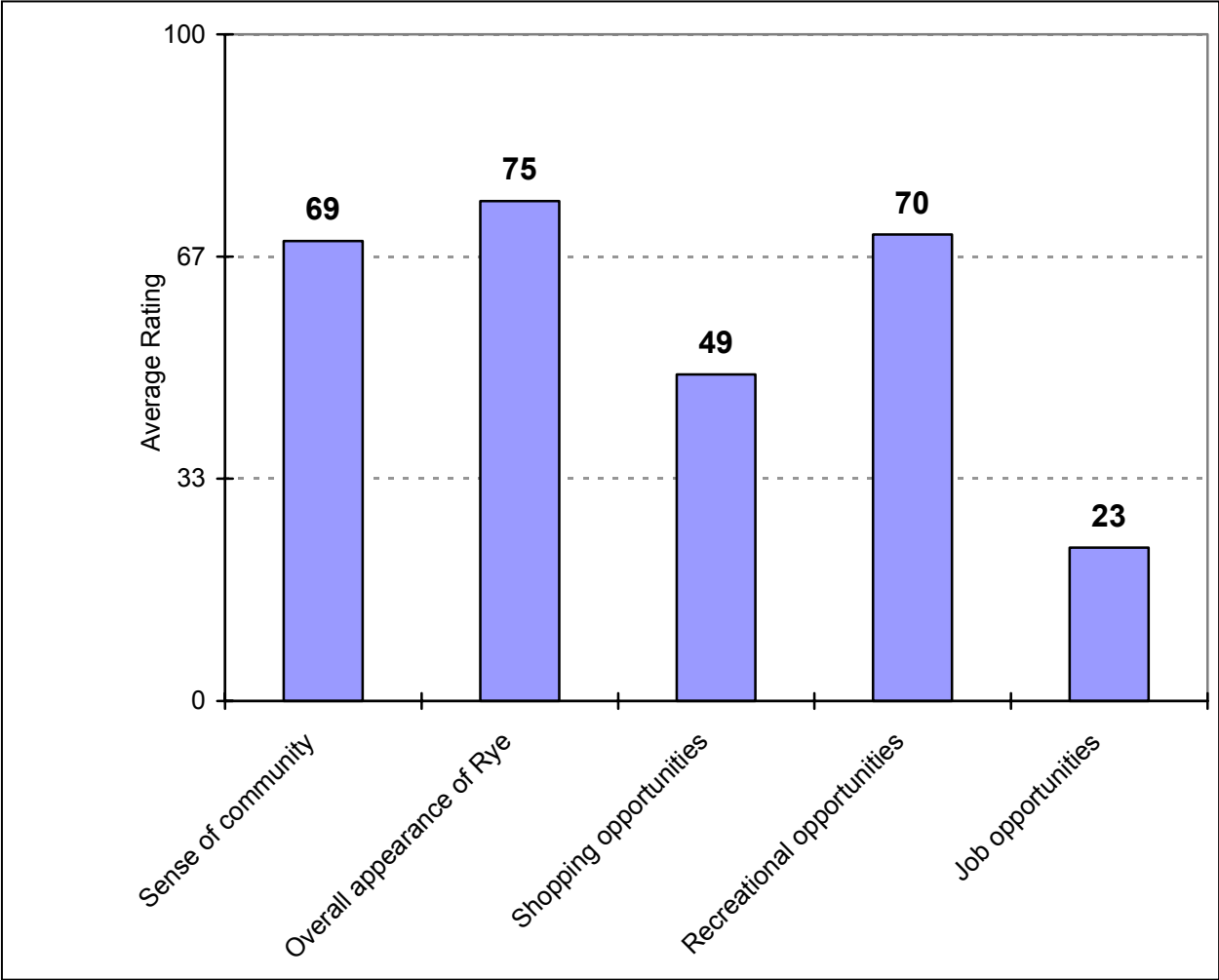


Figure 2b: Quality of Life Ratings					
	excellent	good	fair	poor	Total
How do you rate Rye as a place to live?	58%	39%	3%	0%	100%
How do you rate your neighborhood as a place to live?	52%	40%	7%	1%	100%
How do you rate Rye as a place to raise children?	57%	37%	5%	1%	100%
How do you rate Rye as a place to retire?	19%	30%	27%	24%	100%
How do you rate the overall quality of life in Rye?	43%	50%	7%	0%	100%
Note: "Don't Know" responses are removed					

# RATINGS OF COMMUNITY CHARACTERISTICS IN RYE

The highest rated characteristics of Rye were overall appearance, recreational opportunities, and sense of community. When asked about potential problems in Rye, the three concerns rated by the highest proportion of respondents as a “major problem” were taxes, traffic congestion, and unsupervised youth. The rate of population growth in Rye was viewed as “too fast” by 60% of respondents, while 1% thought it was “too slow.” For access and mobility within Rye, ease of walking and rail/subway travel received the highest ratings.

Figure 3: Characteristics of the Community: General and Opportunities



<b>Figure 3b: Characteristics of the Community: General and Opportunities</b>					
	<b>excellent</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>Total</b>
Sense of community	28%	53%	16%	3%	100%
Overall appearance of Rye	37%	52%	9%	1%	100%
Shopping opportunities	9%	41%	40%	11%	100%
Recreational opportunities	30%	53%	14%	4%	100%
Note: "Don't Know" responses are removed					

**Figure 4: Characteristics of the Community: Access and Mobility**

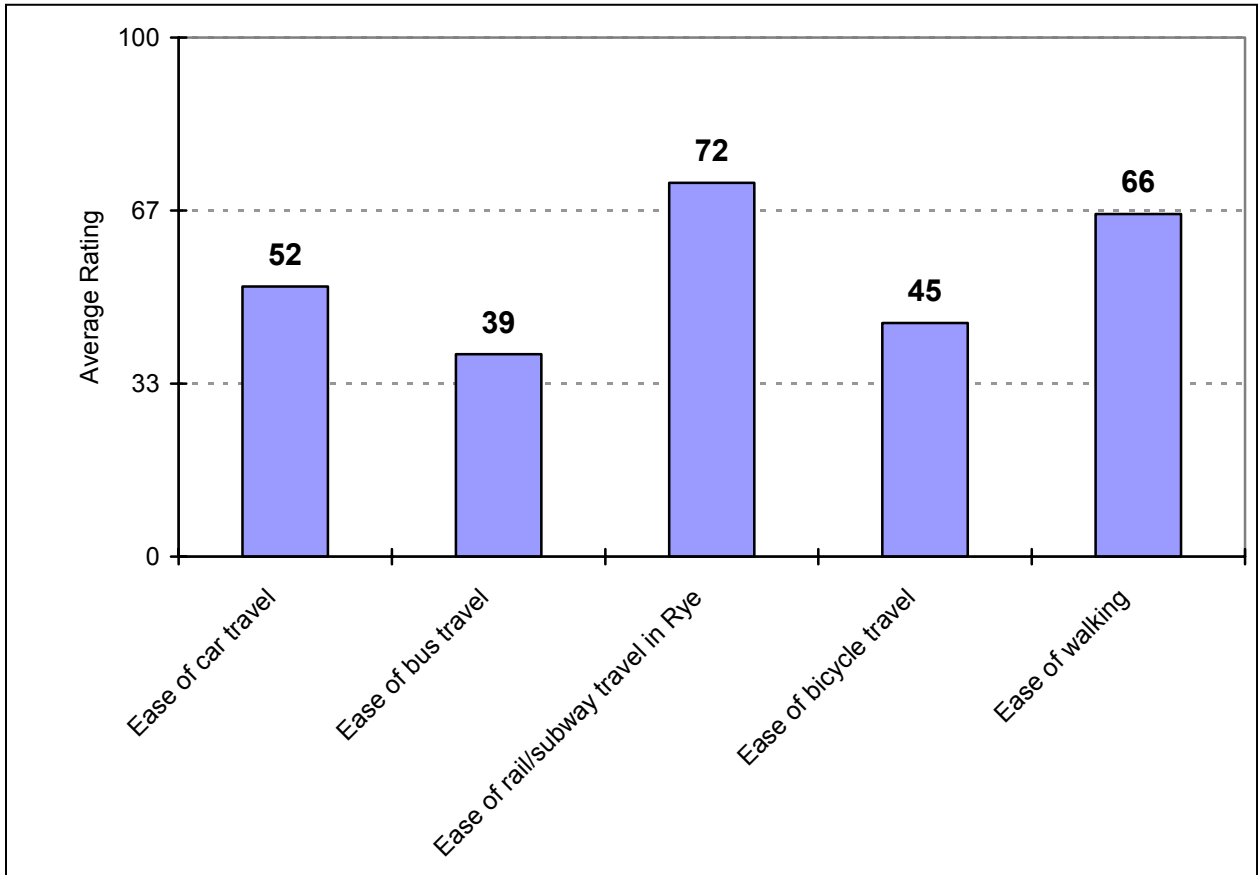
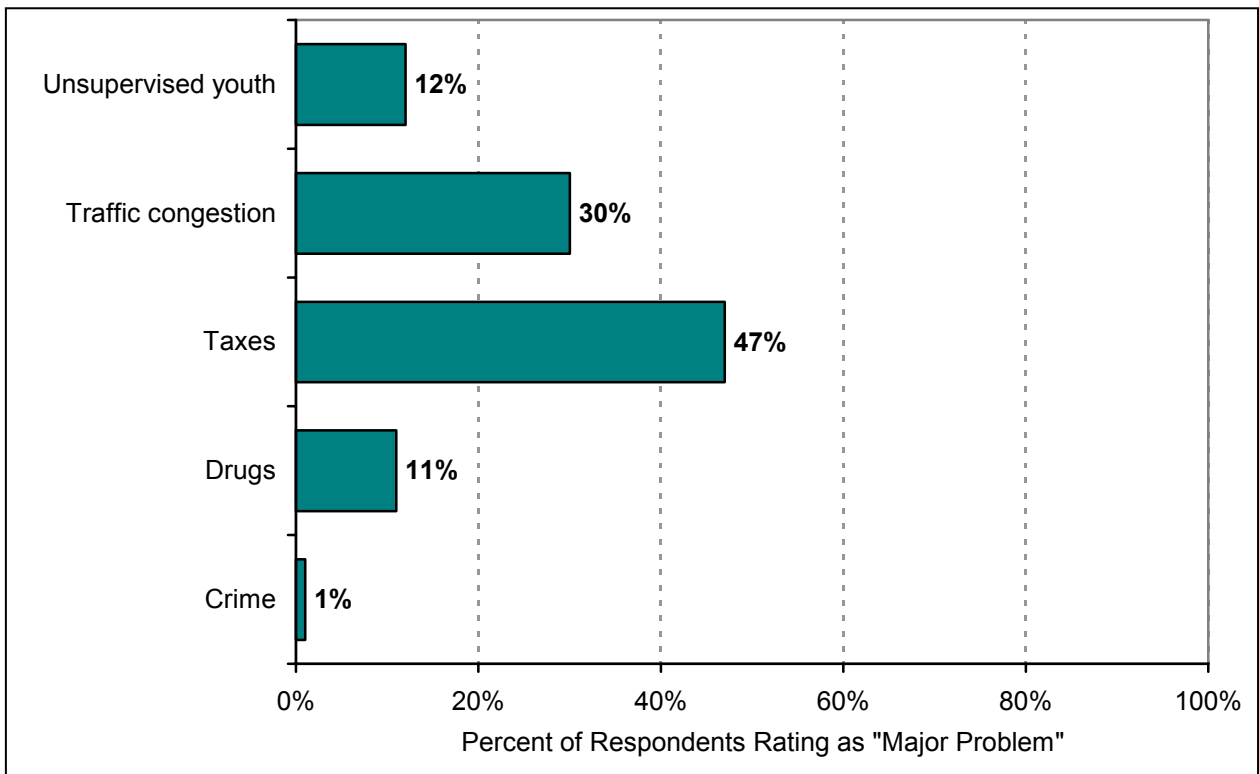
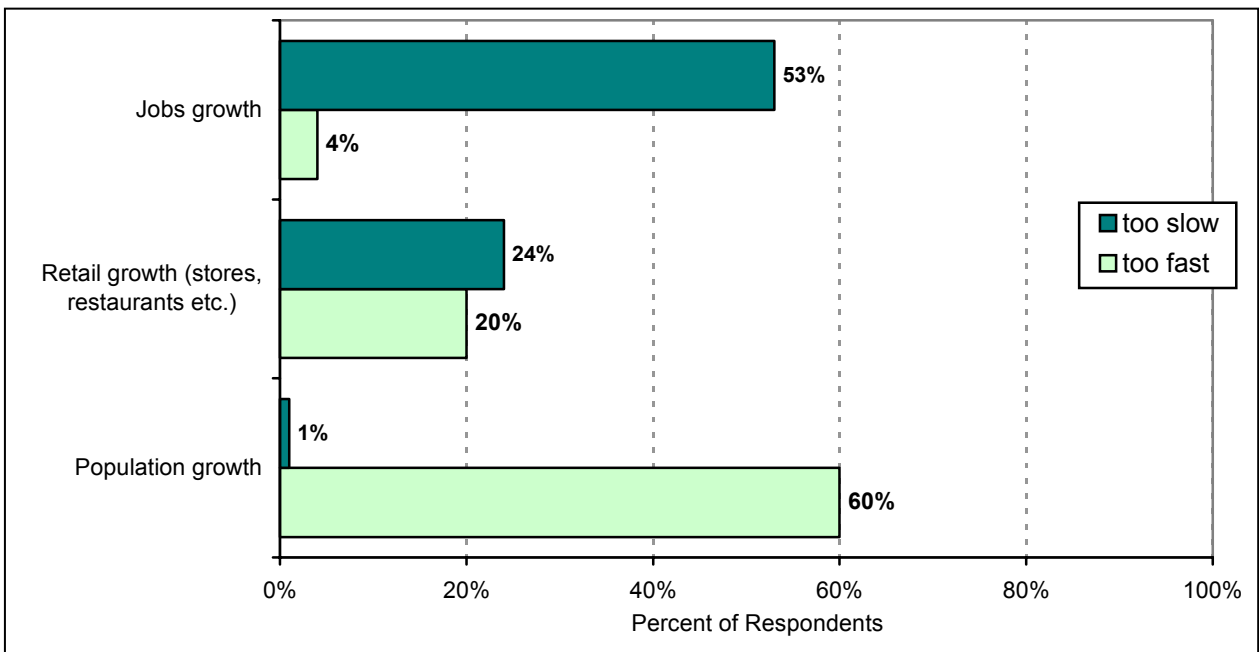


Figure 4b: Characteristics of the Community: Access and Mobility					
	excellent	good	fair	poor	Total
Ease of car travel in Rye	16%	39%	31%	14%	100%
Ease of bus travel in Rye	9%	32%	26%	33%	100%
Ease of rail/subway travel in Rye	36%	50%	11%	4%	100%
Ease of bicycle travel in Rye	13%	32%	33%	22%	100%
Ease of walking in Rye	32%	41%	19%	8%	100%
Note: "Don't Know" responses are removed					

**Figure 5: Ratings of Potential Problems in Rye**

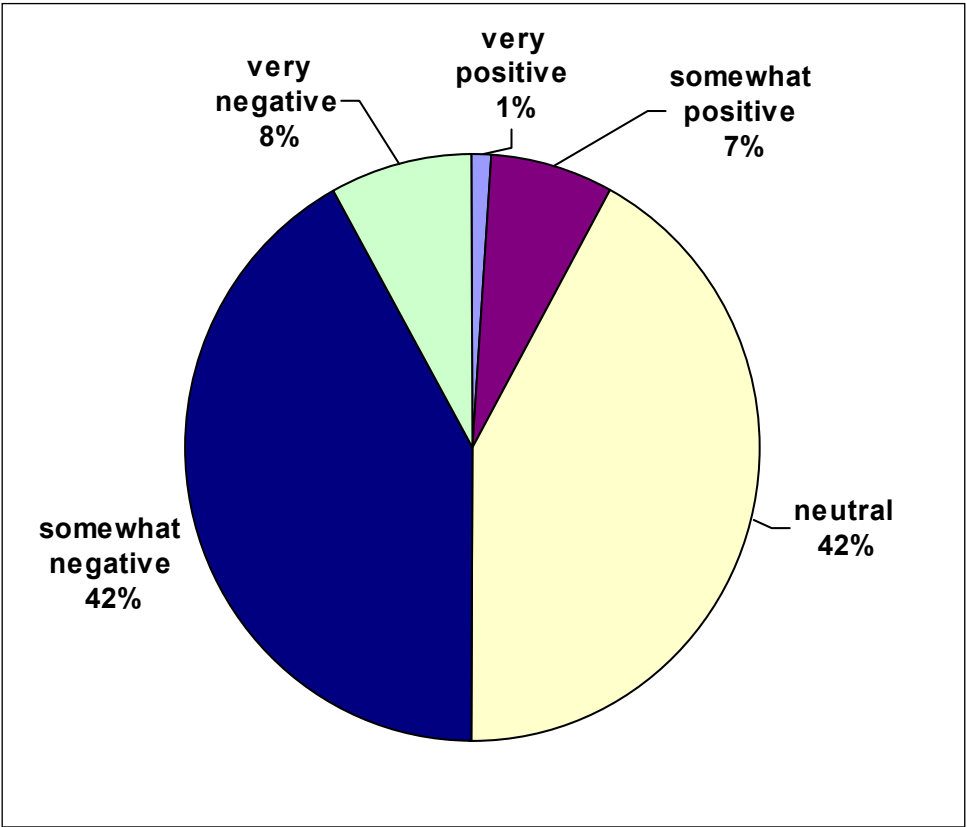


**Figure 6: Ratings of Rates of Growth in Rye**



\*Note: Responses of "neither too fast nor too slow" were omitted.

FIGURE 7: PERCEPTIONS OF ECONOMY

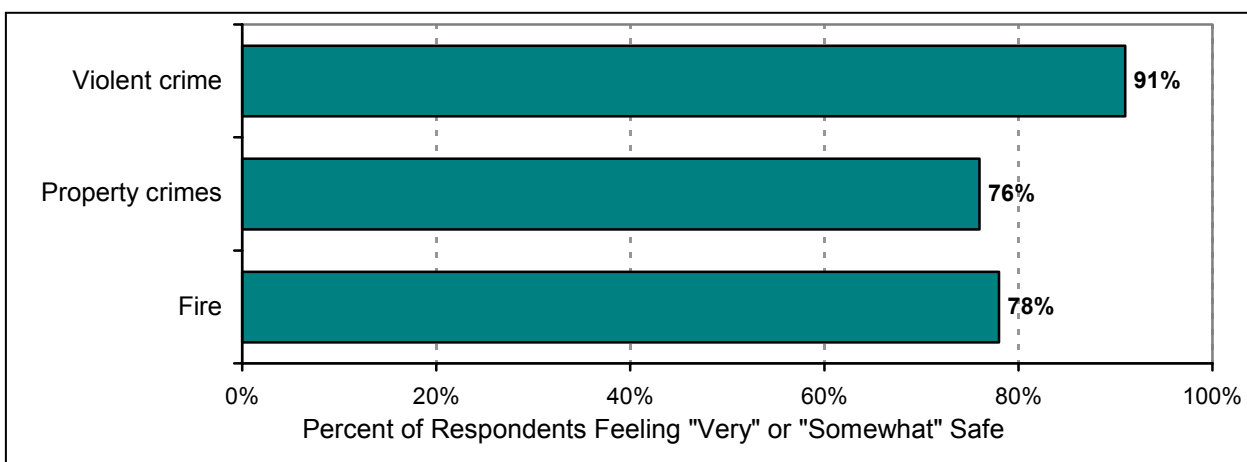


## PERCEPTIONS OF SAFETY

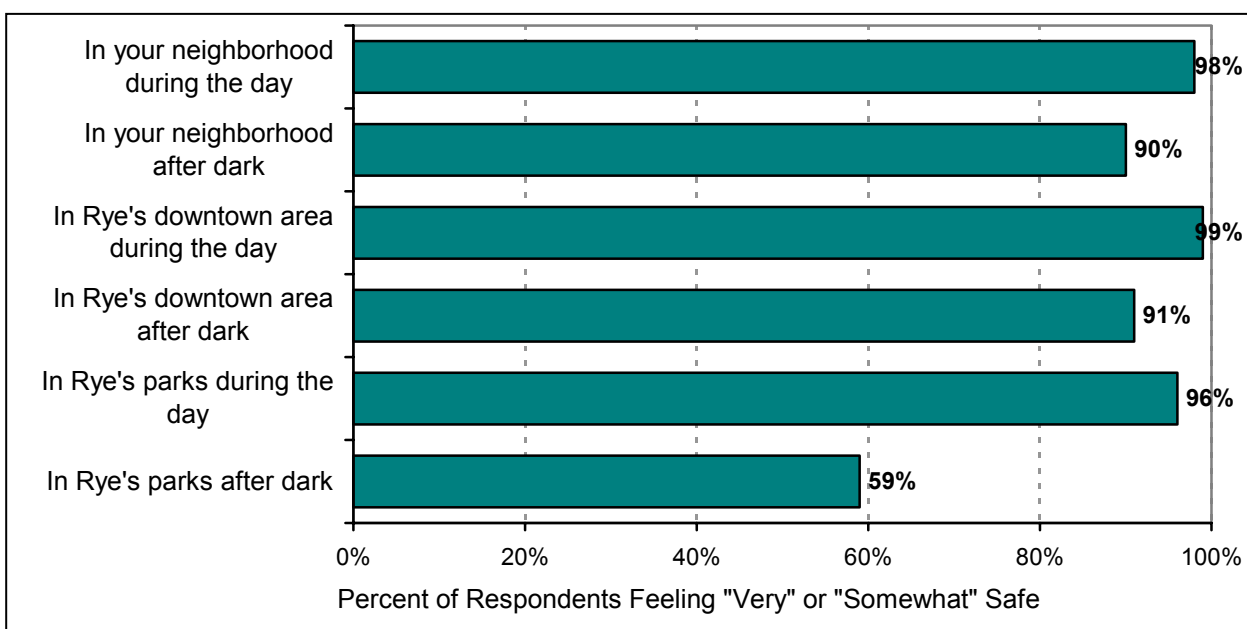
When evaluating safety in the community, 91% of respondents felt “somewhat” or “very safe” from violent crimes in Rye. In their neighborhood after dark, 90% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 5% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 75% had reported it to police.

**Figure 8: Ratings of Safety from Various Problems in Rye**

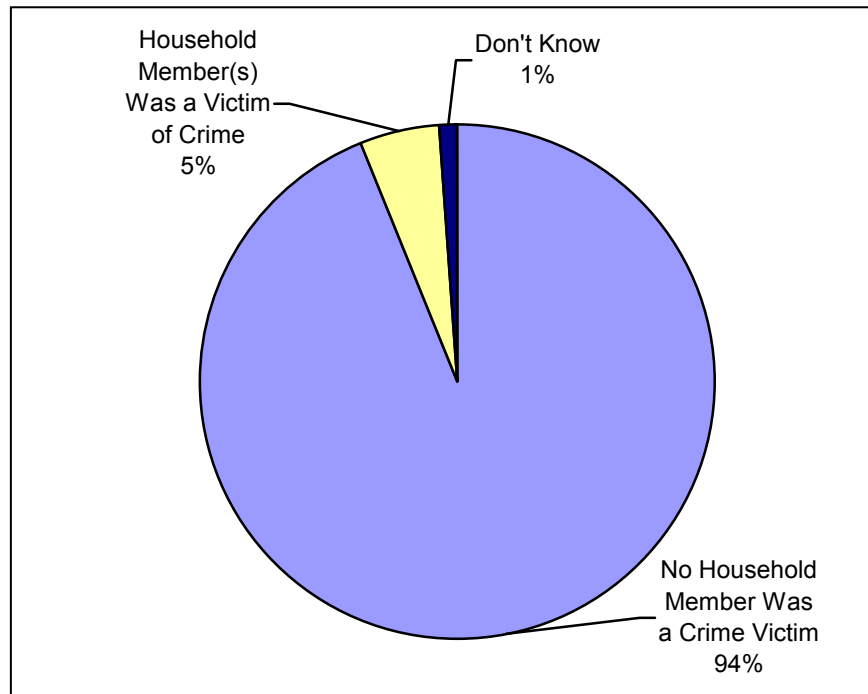


**Figure 9: Ratings of Safety in Various Areas in Rye**

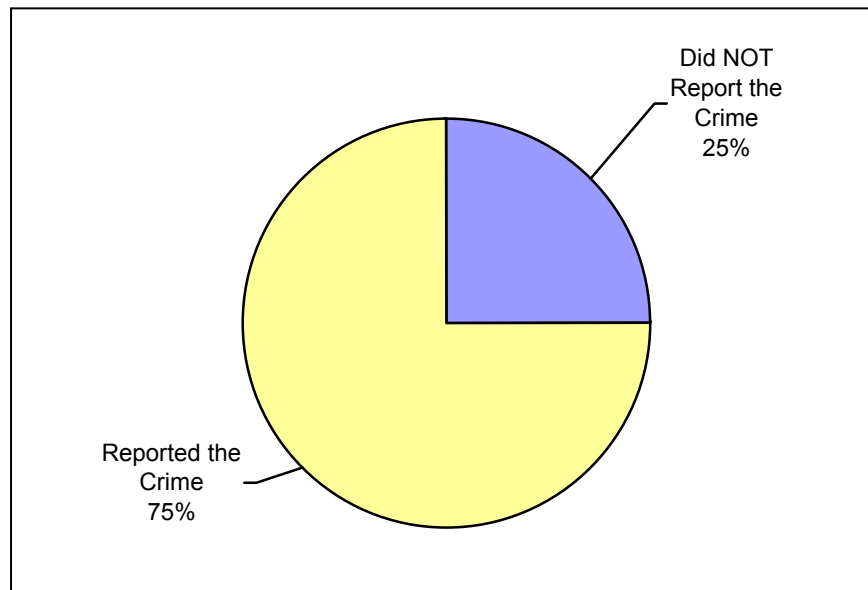




**Figure 10: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months**



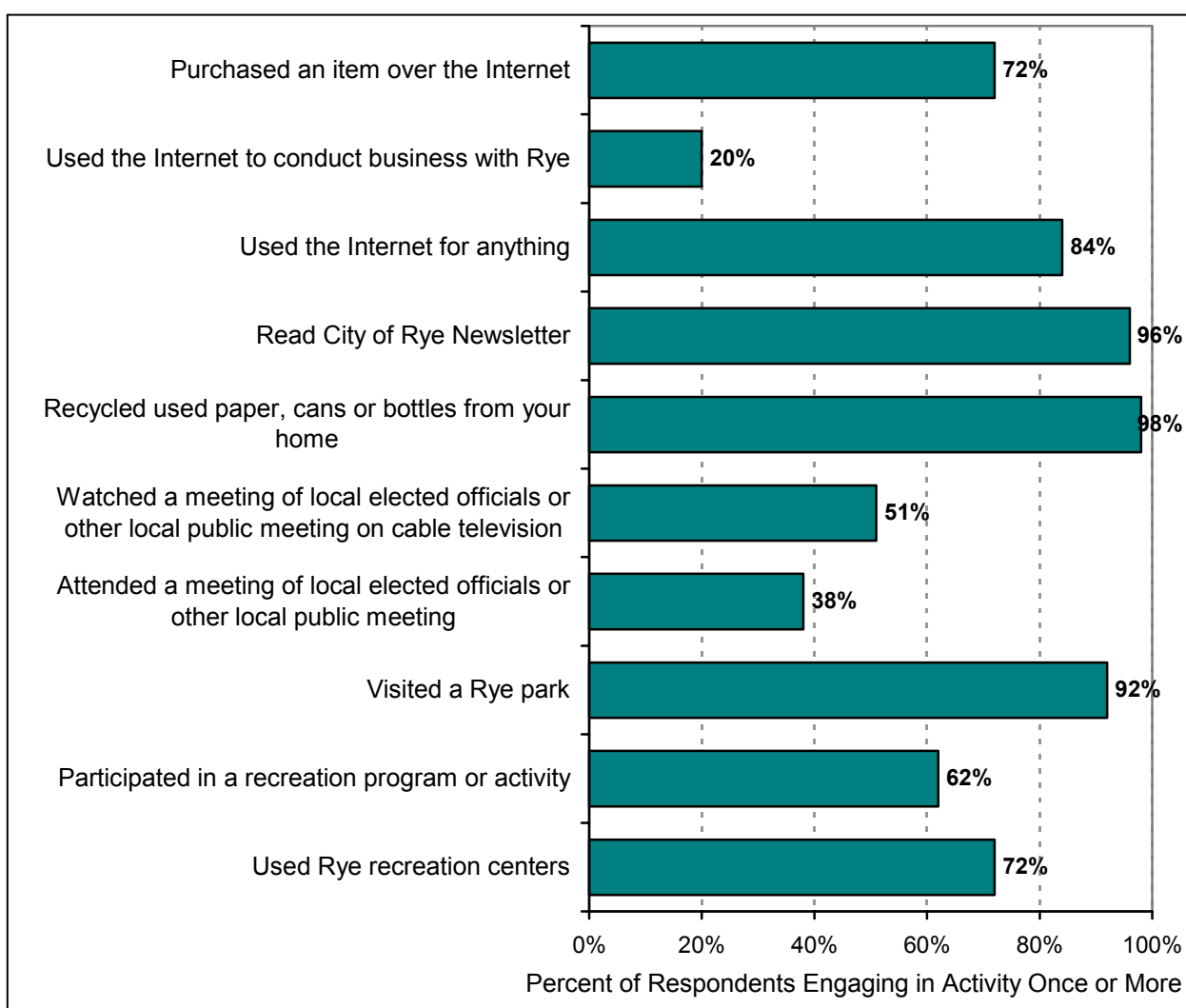
**Figure 11: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime**



# COMMUNITY PARTICIPATION

Participation in the civic, social and economic life of Rye during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Voter status was also estimated.<sup>2</sup> Among those completing the questionnaire, 98% reported recycling used paper, cans or bottles from their home in the past year.

**Figure 12: Percent of Respondents Engaging in Various Activities in Rye in the Past Year**



<sup>2</sup> In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

Figure 13: Voter Status				
	no	yes	don't know	Total
Did you vote in the last election?	28%	71%	1%	100%
Are you likely to vote in the next election?	12%	82%	6%	100%



# LOCAL GOVERNMENT

Several aspects of the government of the City of Rye were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Rye. Those who had any contact with a City of Rye employee in the past year gave their impressions of the most recent encounter.

## PUBLIC TRUST

When asked to evaluate whether they were pleased with the overall direction taken by the City of Rye, residents gave an average rating of 62 on a 100-point scale.

Figure 14: Ratings of Public Trust

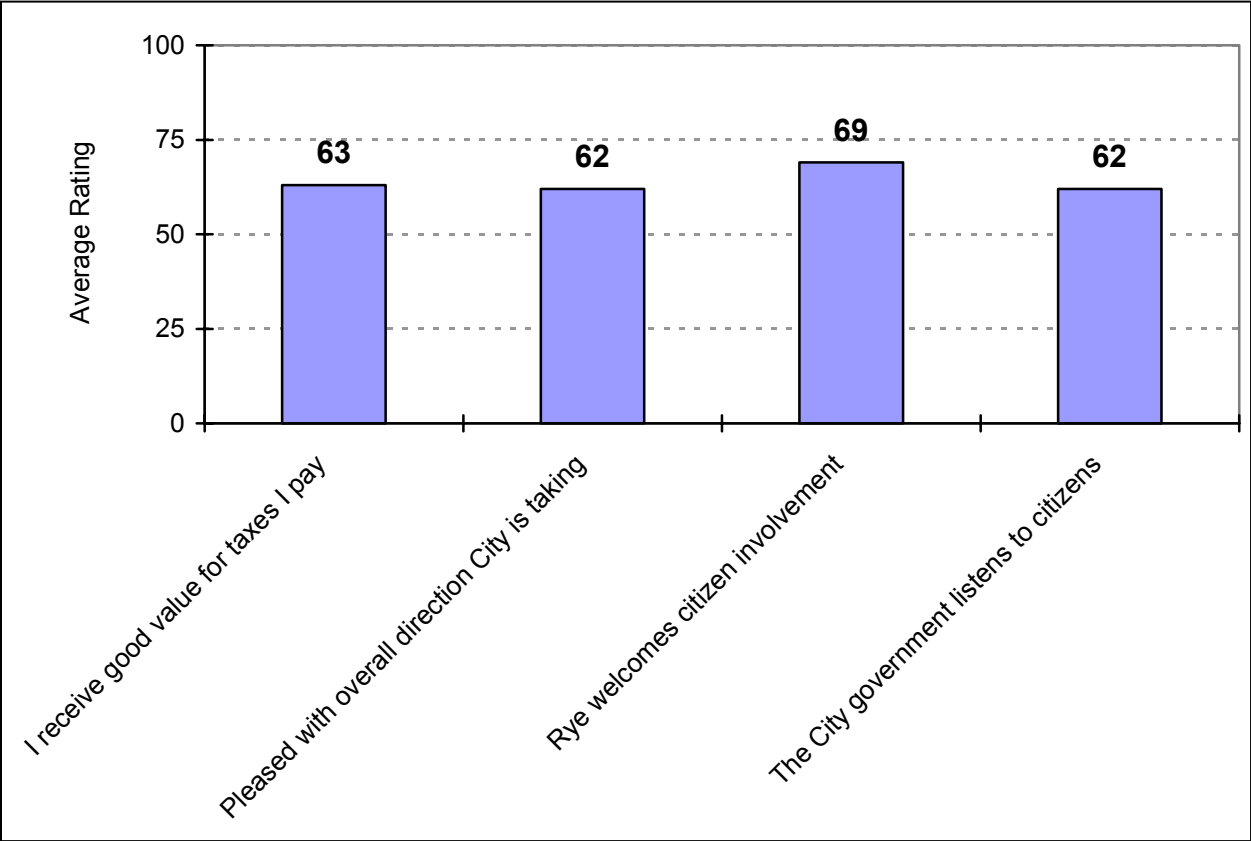
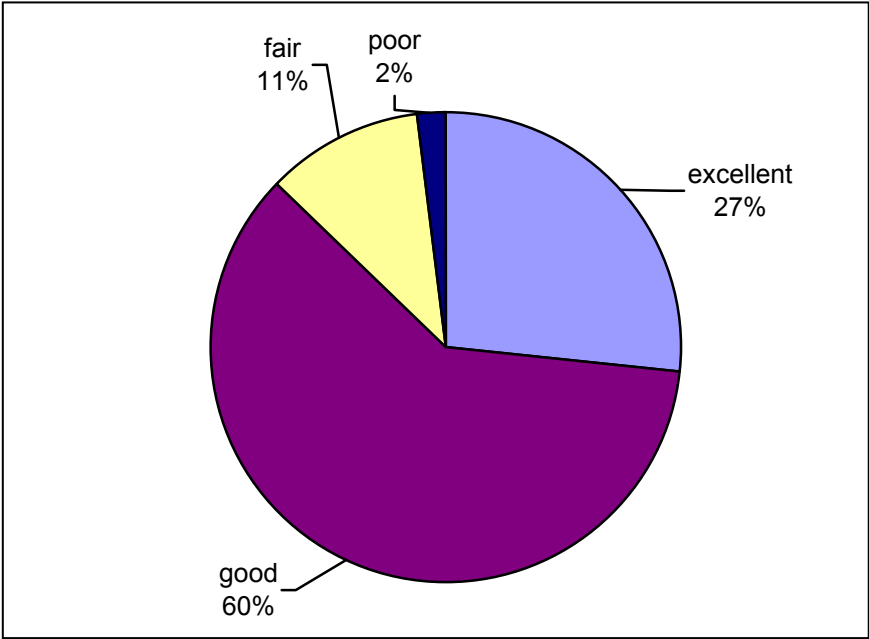


Figure 14b: Public Trust Ratings						
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	Total
I receive good value for the City of Rye taxes I pay	18%	44%	17%	16%	5%	100%
I am pleased with the overall direction that the City of Rye is taking	14%	46%	20%	16%	5%	100%
The City of Rye government welcomes citizen involvement	21%	47%	20%	8%	3%	100%
The City of Rye government listens to citizens	14%	43%	26%	13%	4%	100%
Note: "Don't Know" responses are removed						

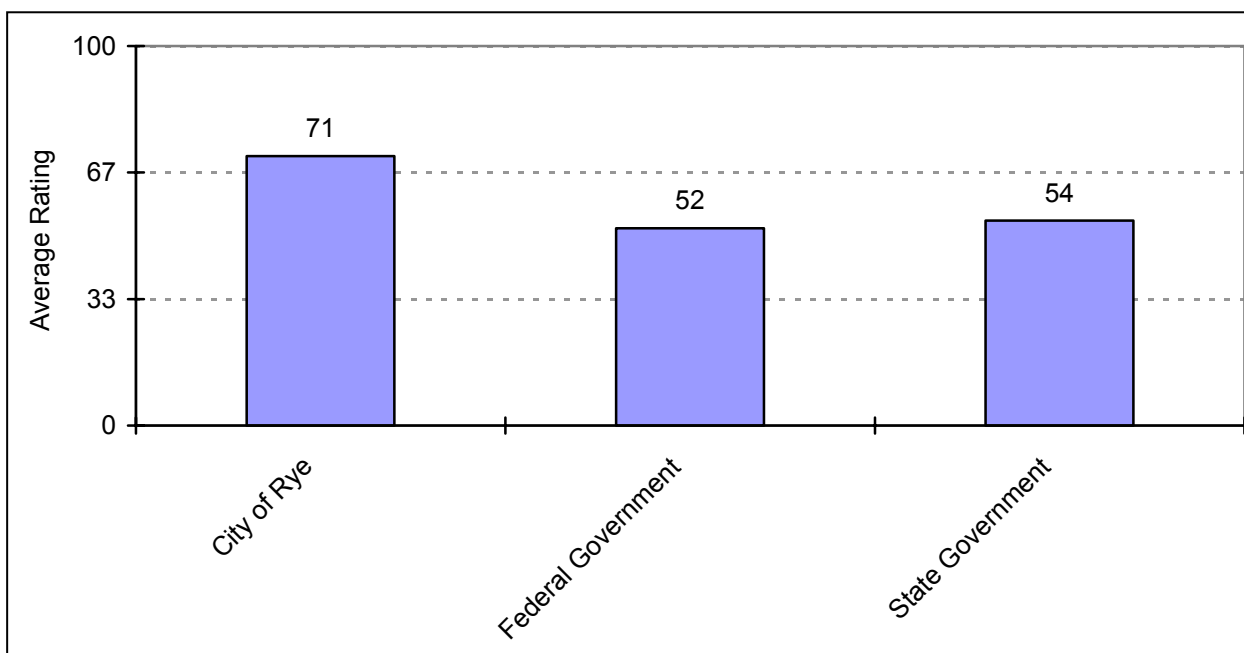
# SERVICES PROVIDED BY RYE

The overall quality of services provided by the City of Rye was rated as 71 on a 100-point scale. Ratings given to specific services are shown on the following pages.

**Figure 15: Overall Quality of Services Provided by the City of Rye**



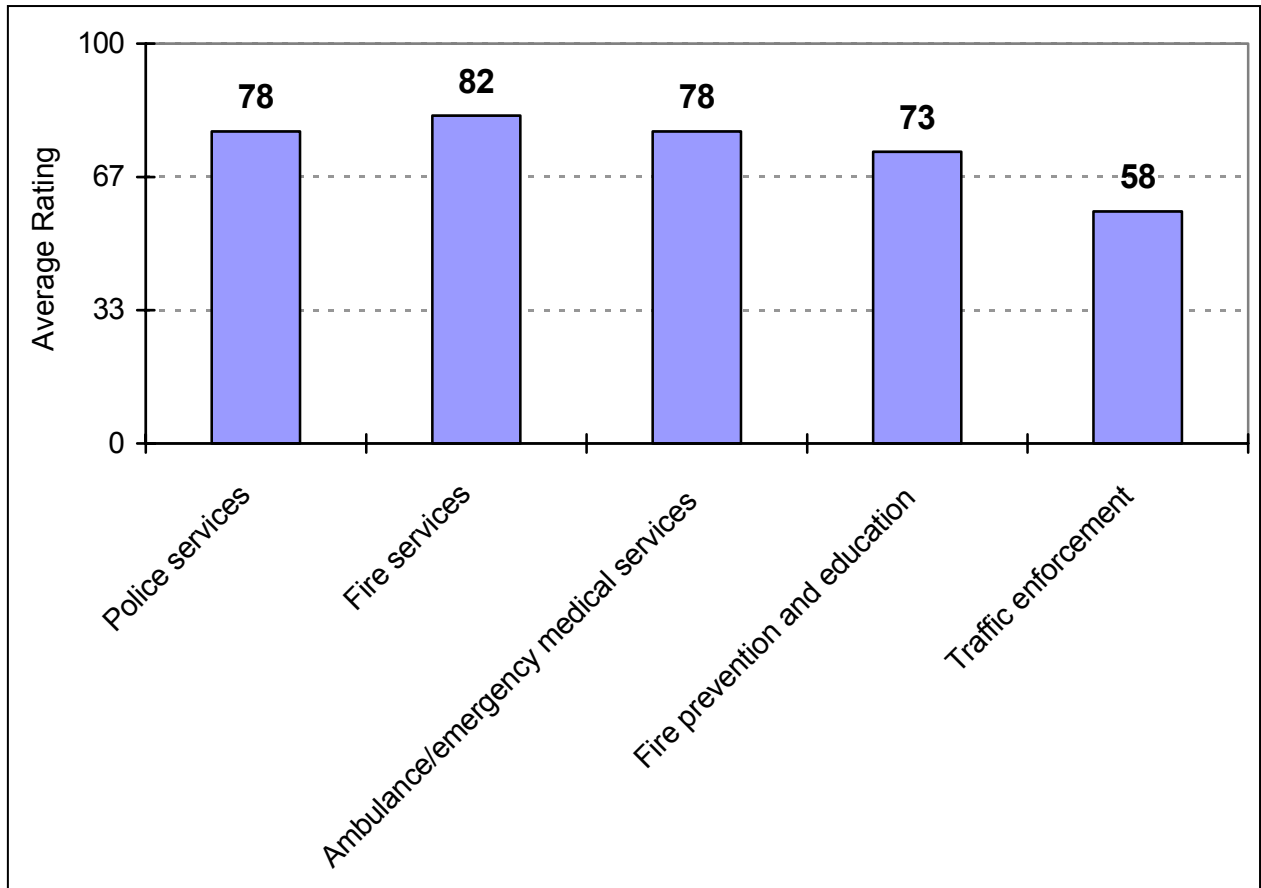
**Figure 16: Rating of Overall Quality of Services Provided by Various Levels of Government**



**Figure 16b: Overall Quality of Services: City of Rye, Federal Government and State Government**

	excellent	good	fair	poor	Total
Overall, how would you rate the quality of the services provided by the City of Rye?	27%	61%	11%	2%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	7%	48%	39%	6%	100%
Overall, how would you rate the quality of the services provided by the State Government?	6%	54%	35%	5%	100%
Note: "Don't Know" responses are removed					

**Figure 17: Quality of Public Safety Services**

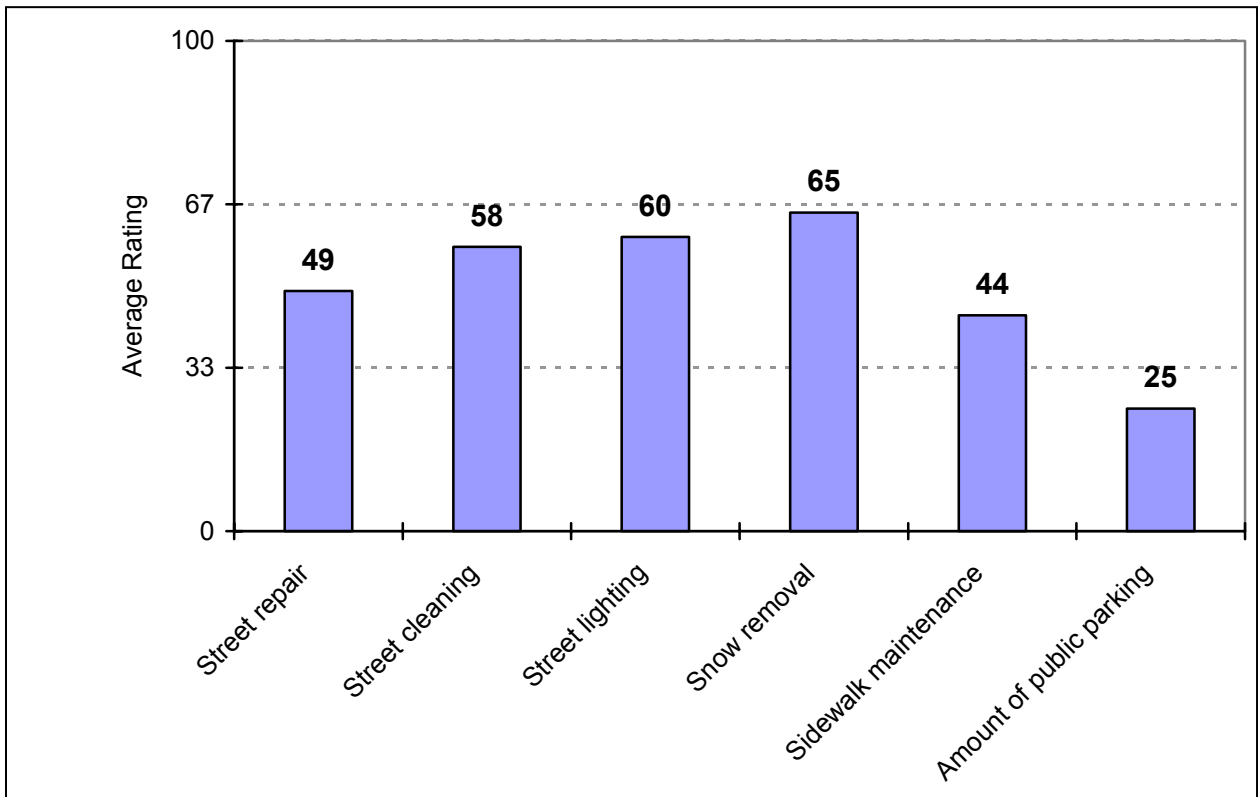


**Figure 17b: Quality of Public Safety Services**

	excellent	good	fair	poor	Total
Police services	43%	47%	8%	1%	100%
Fire services	52%	42%	5%	1%	100%
Ambulance/emergency medical services	47%	42%	8%	2%	100%
Fire prevention and education	38%	47%	12%	4%	100%
Traffic enforcement	19%	46%	24%	11%	100%
Note: "Don't Know" responses are removed					



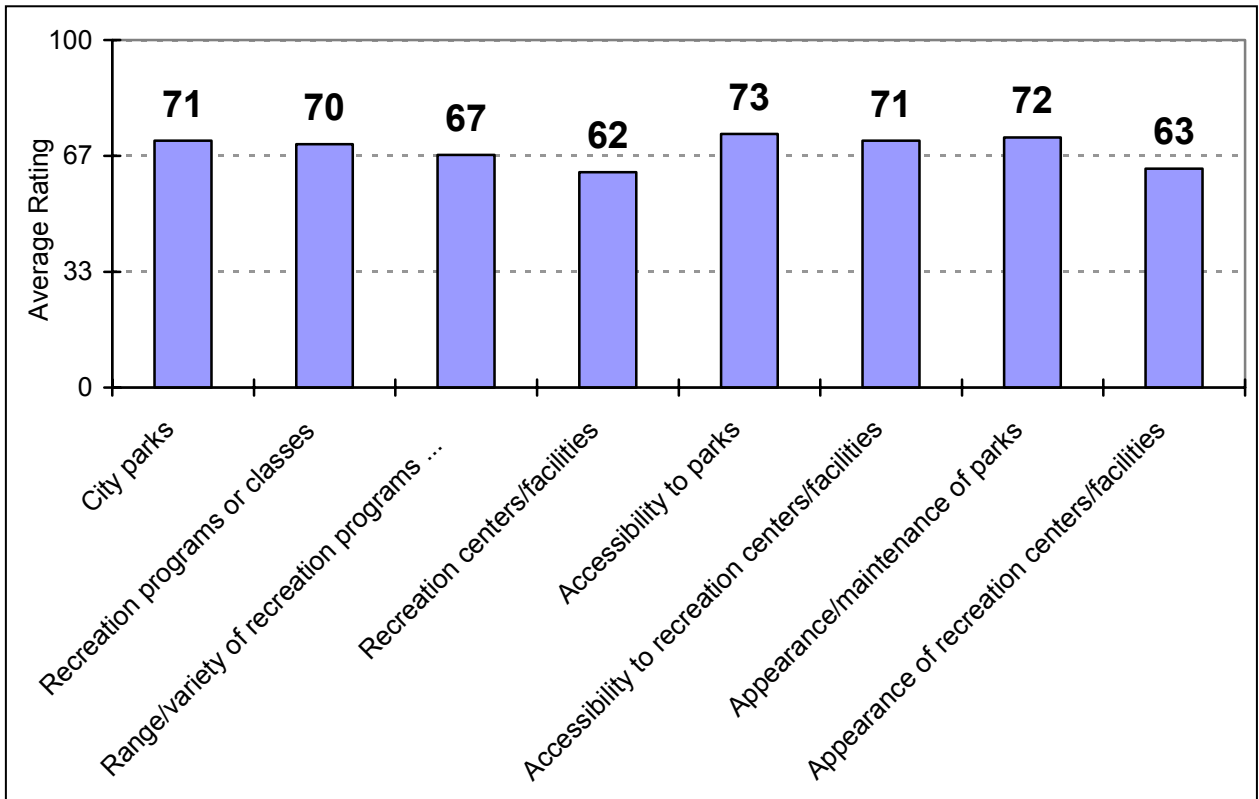
**Figure 18: Quality of Transportation Services**



**Figure 18b: Quality of Transportation Services**

	excellent	good	fair	poor	Total
Street repair	11%	42%	32%	15%	100%
Street cleaning	17%	51%	23%	10%	100%
Street lighting	17%	52%	23%	8%	100%
Snow removal	23%	55%	17%	5%	100%
Sidewalk maintenance	9%	36%	32%	24%	100%
Amount of public parking	4%	16%	30%	49%	100%
Note: "Don't Know" responses are removed					

**Figure 19: Quality of Leisure Services**

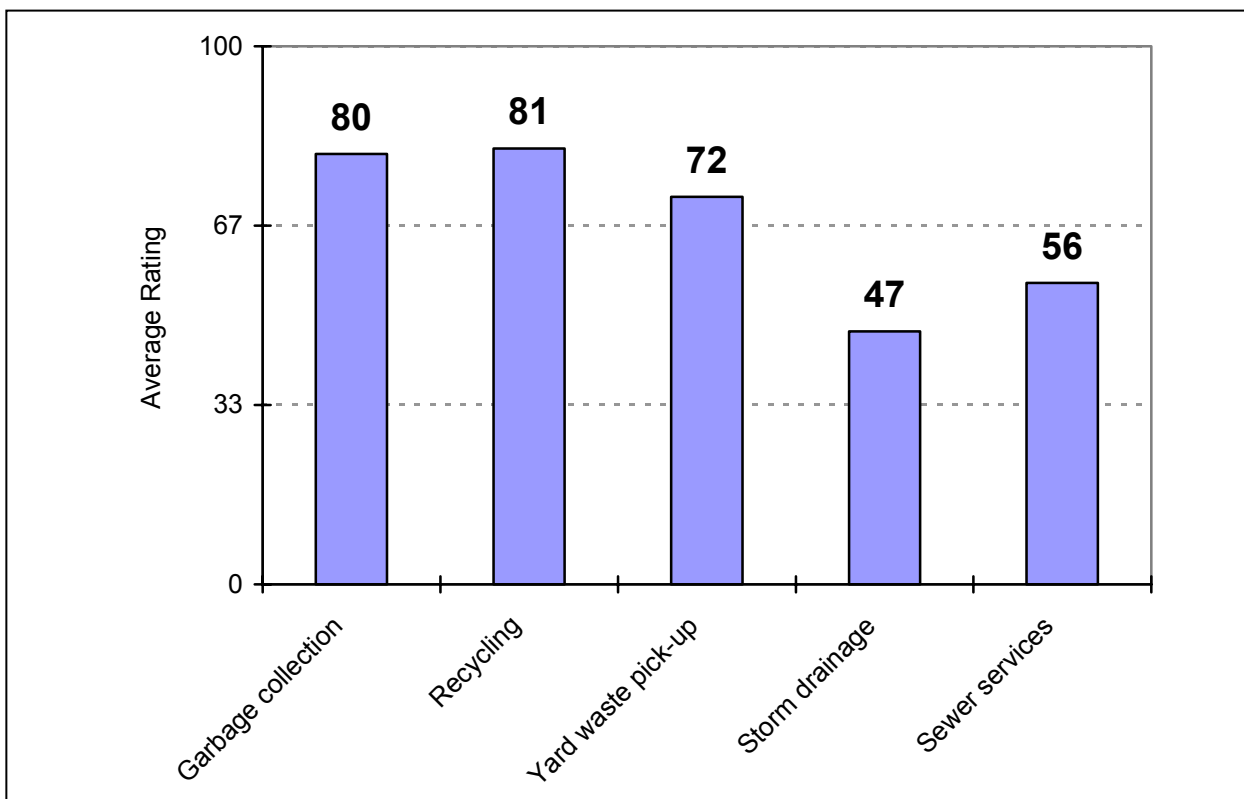


**Figure 19b: Quality of Leisure Services**

	excellent	good	fair	poor	Total
City parks	30%	55%	12%	3%	100%
Recreation programs or classes	30%	53%	15%	2%	100%
Range/variety of recreation programs and classes	28%	49%	19%	3%	100%
Recreation centers/facilities	22%	49%	22%	7%	100%
Accessibility of parks	33%	55%	10%	2%	100%
Accessibility of recreation centers/facilities	30%	54%	14%	2%	100%
Appearance/maintenance of parks	31%	55%	12%	2%	100%
Appearance of recreation centers/facilities	21%	53%	22%	5%	100%

Note: "Don't Know" responses are removed

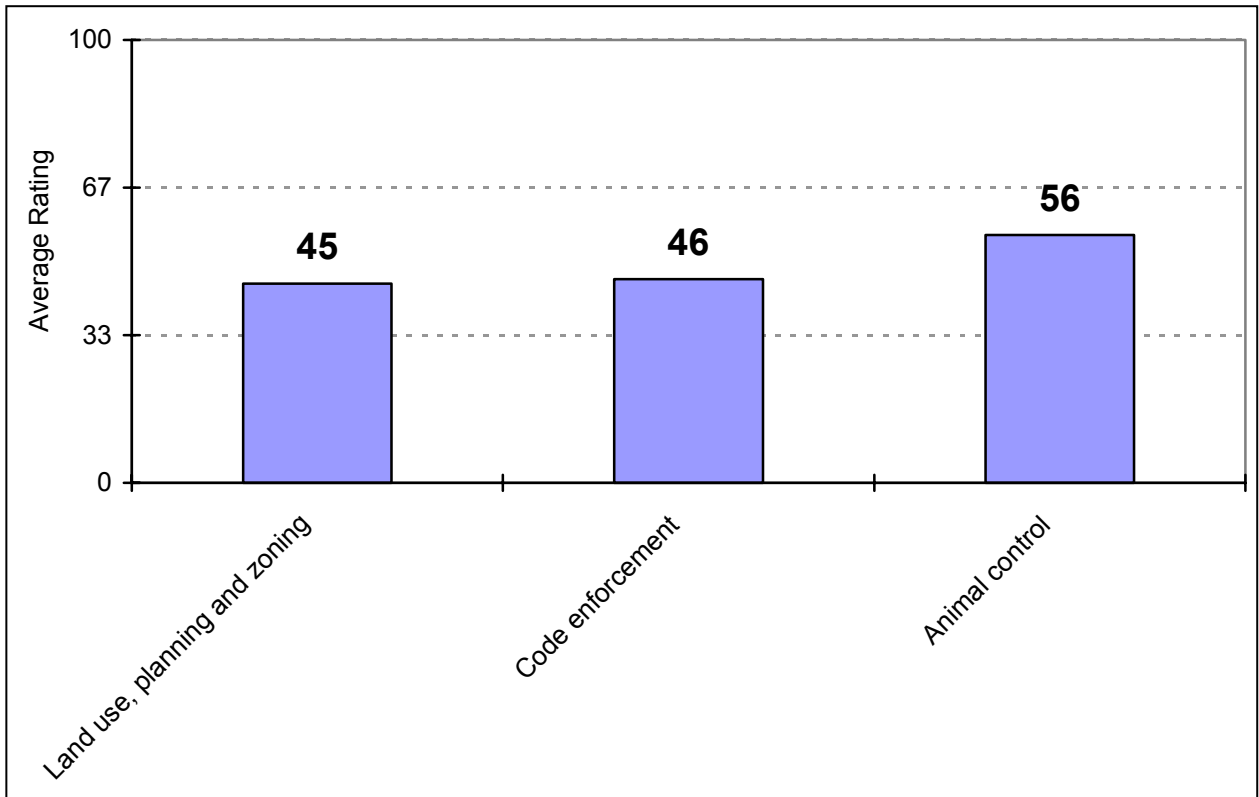
**Figure 20: Quality of Utility Services**



	excellent	good	fair	poor	Total
Garbage collection	51%	40%	8%	1%	100%
Recycling	52%	42%	6%	1%	100%
Yard waste pick-up	40%	40%	14%	6%	100%
Storm drainage	9%	40%	34%	18%	100%
Sewer services	13%	51%	27%	9%	100%

Note: "Don't Know" responses are removed

**Figure 21: Quality of Planning and Code Enforcement Services**



**Figure 21b: Quality of Planning and Code Enforcement Services**

	excellent	good	fair	poor	Total
Land use, planning and zoning	9%	38%	32%	21%	100%
Code enforcement (weeds, abandoned buildings, etc)	11%	34%	36%	19%	100%
Animal control	14%	51%	25%	10%	100%
Note: "Don't Know" responses are removed					

**Figure 22: Quality of Services to Special Populations and Other Services**

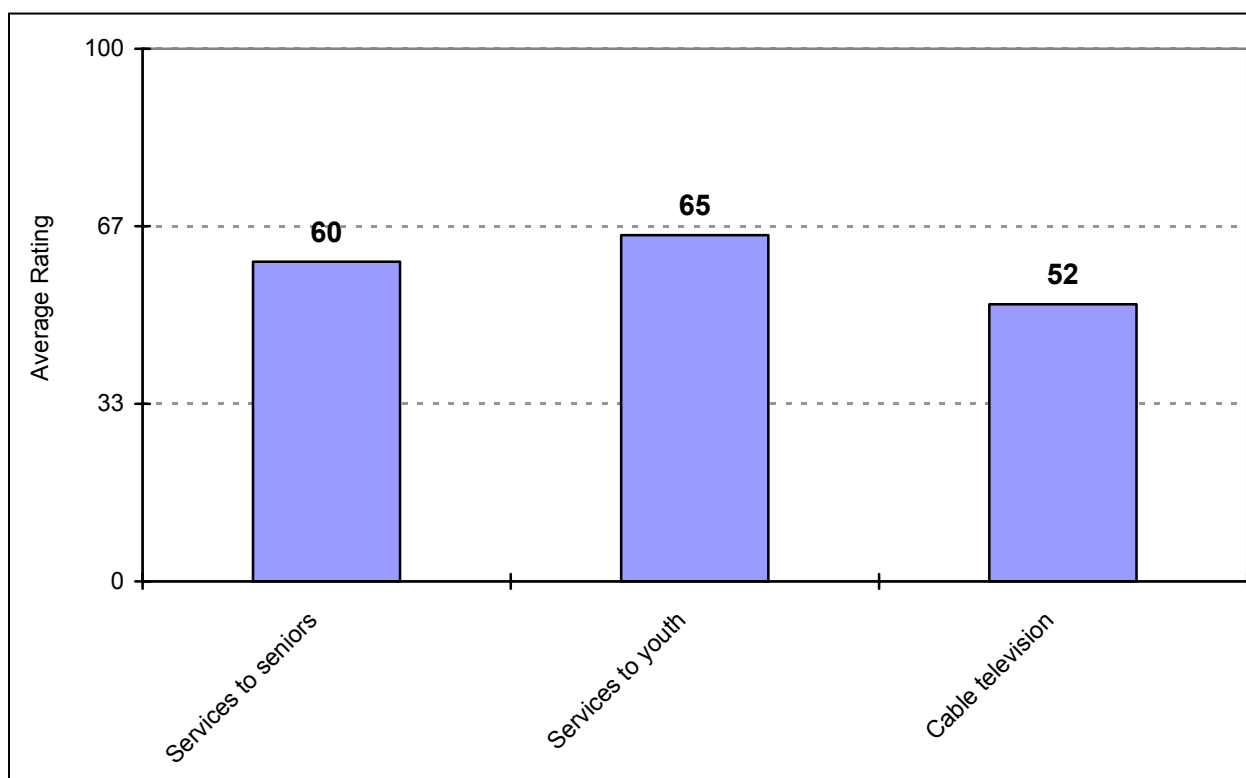
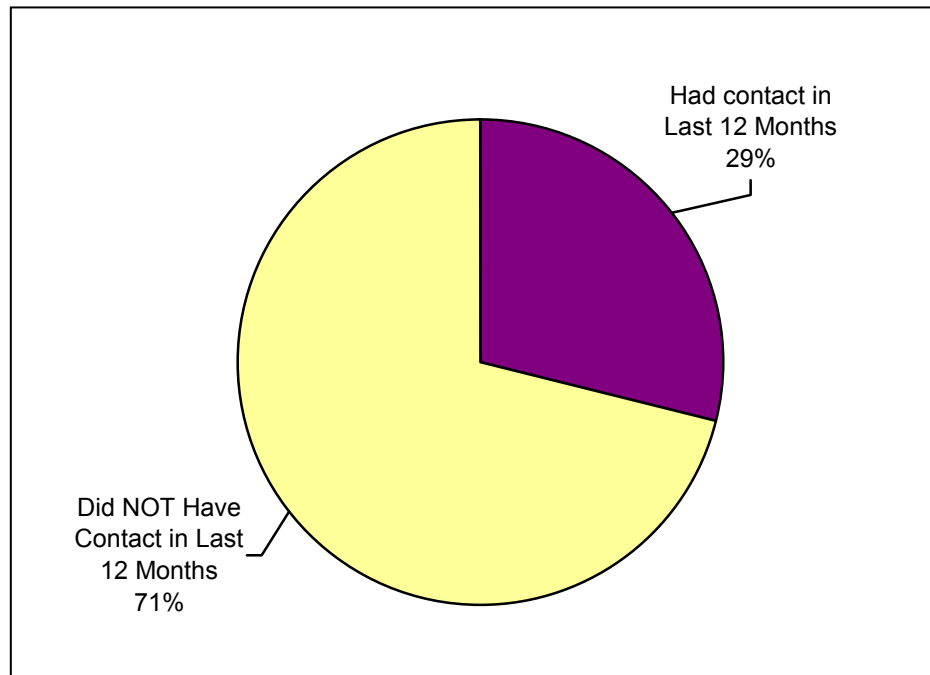


Figure 22b: Quality of Services to Special Populations and Other Services					
	excellent	good	fair	poor	Total
Services to seniors	19%	52%	20%	9%	100%
Services to youth	25%	50%	20%	5%	100%
Cable television	10%	51%	24%	15%	100%
Note: "Don't Know" responses are removed					

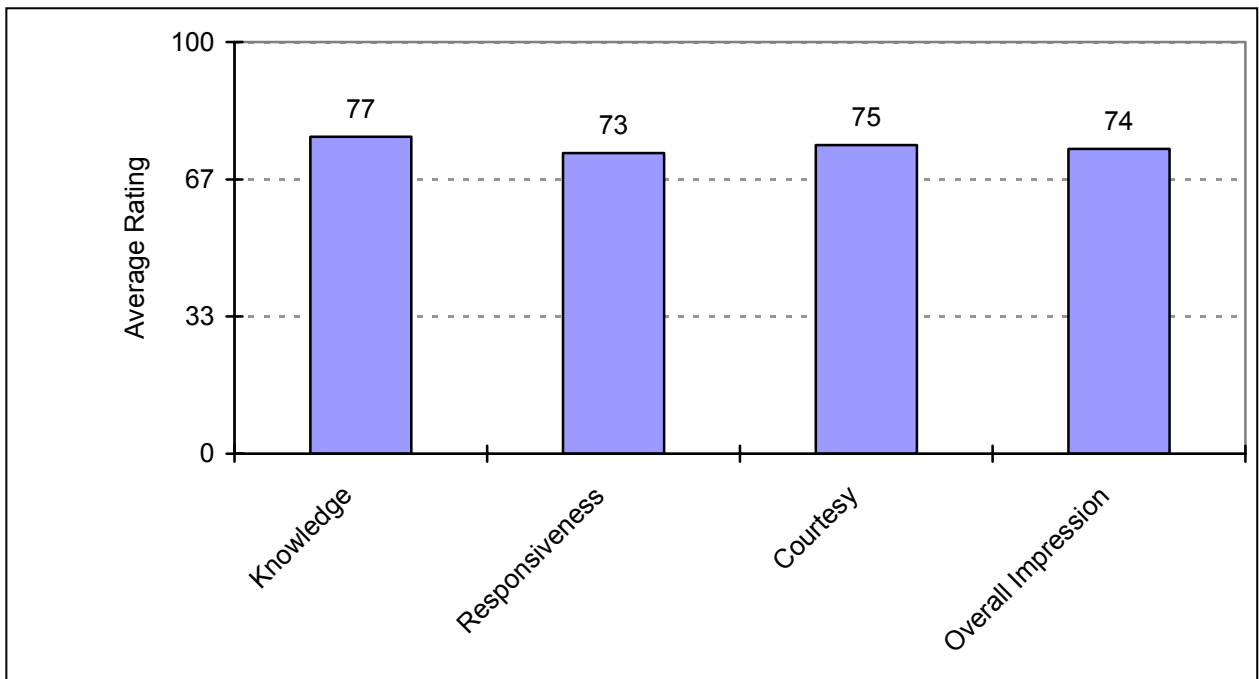
# THE CITY OF RYE EMPLOYEES

Impressions of the City of Rye employees were assessed on the questionnaire. Those who had been in contact with a City of Rye employee in the past year (29%) rated their overall impression as 74 on a 100-point scale.

**Figure 23: Percent of Respondents Who Had Contact with a City of Rye Employee**

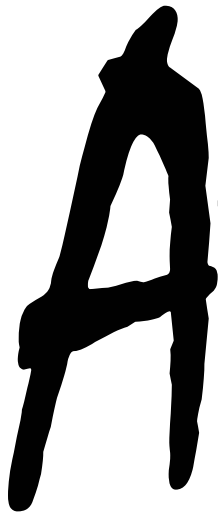


**Figure 24: Ratings of Contact with the City of Rye Employees**



**Figure 24b: Impression of Contact with Employees**

	excellent	good	fair	poor	Total
Knowledge	42%	48%	9%	1%	100%
Responsiveness	41%	42%	13%	4%	100%
Courtesy	46%	37%	13%	4%	100%
Overall Impression	42%	43%	11%	5%	100%
Note: "Don't Know" responses are removed					



## APPENDIX I: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question #1: Quality of Life Ratings						
	excellent	good	fair	poor	don't know	Total
How do you rate Rye as a place to live?	57%	39%	3%	0%	0%	100%
How do you rate your neighborhood as a place to live?	52%	40%	7%	1%	0%	100%
How do you rate Rye as a place to raise children?	55%	36%	5%	1%	5%	100%
How do you rate Rye as a place to retire?	15%	25%	22%	20%	17%	100%
How do you rate the overall quality of life in Rye?	43%	50%	7%	0%	0%	100%

Question #2: Please rate each of the following characteristics as they relate to Rye as a whole						
	excellent	good	fair	poor	don't know	Total
Sense of community	27%	52%	16%	3%	3%	100%
Overall appearance of Rye	37%	52%	9%	1%	0%	100%
Shopping opportunities	9%	40%	39%	11%	1%	100%
Recreational opportunities	29%	51%	14%	3%	2%	100%
Ease of car travel in Rye	16%	38%	31%	14%	1%	100%
Ease of bus travel in Rye	4%	15%	12%	15%	54%	100%
Ease of rail/subway travel in Rye	32%	44%	10%	3%	11%	100%
Ease of bicycle travel in Rye	10%	25%	25%	17%	23%	100%
Ease of walking in Rye	31%	41%	19%	7%	2%	100%

Question #3: Please rate the speed of growth in the following categories in Rye over the past two years							
	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	0%	1%	27%	31%	12%	29%	100%
Retail growth (stores, restaurants etc.)	1%	18%	47%	11%	6%	17%	100%
Jobs growth	2%	12%	11%	1%	0%	73%	100%



Question #4: To what degree are the following problems in Rye						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	19%	50%	18%	1%	12%	100%
Drugs	8%	22%	27%	7%	36%	100%
Taxes	6%	11%	31%	43%	9%	100%
Traffic congestion	9%	21%	37%	29%	3%	100%
Unsupervised youth	12%	28%	25%	9%	26%	100%

Question #5: Please rate how safe you feel from the following occurring to you in Rye							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	58%	31%	7%	2%	0%	2%	100%
Property crimes (e.g., burglary, theft)	25%	50%	14%	9%	1%	2%	100%
Fire	40%	36%	18%	2%	0%	3%	100%

Question #6: Please rate how safe you feel:							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	83%	15%	2%	0%	0%	0%	100%
In your neighborhood after dark	44%	45%	7%	4%	0%	1%	100%
In Rye's downtown area during the day	86%	11%	1%	0%	0%	2%	100%
In Rye's downtown area after dark	42%	44%	7%	1%	0%	5%	100%
In Rye's parks during the day	71%	18%	3%	0%	0%	8%	100%
In Rye's parks after dark	12%	31%	16%	11%	3%	28%	100%

Question #7: During the past twelve months, were you or anyone in your household the victim of any crime?		
		Percent of Respondents
During the past twelve months, were you or anyone in your household the victim of any crime?	no	94%
	yes	5%
	don't know	1%
Total		100%

Question #8: If yes, was this crime (these crimes) reported to the police?		
		Percent of Respondents
If yes, was this crime (these crimes) reported to the police?	no	25%
	yes	75%
Total		100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Rye?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Rye recreation centers	28%	20%	24%	12%	16%	100%
Participated in a recreation program or activity	38%	22%	20%	9%	11%	100%
Visited a Rye park	8%	16%	29%	18%	28%	100%
Attended a meeting of local elected officials or other local public meeting	62%	23%	13%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	49%	26%	20%	4%	2%	100%
Recycled used paper, cans or bottles from your home	2%	1%	4%	6%	87%	100%
Read City of Rye Newsletter	4%	7%	31%	19%	40%	100%
Used the Internet for anything	16%	4%	5%	5%	69%	100%
Used the Internet to conduct business with Rye	80%	12%	4%	1%	2%	100%
Purchased an item over the Internet	28%	13%	28%	13%	17%	100%

Question #10: How do you rate the quality of each of the following services in Rye?						
	excellent	good	fair	poor	don't know	Total
Police services	41%	45%	8%	1%	5%	100%
Fire services	44%	35%	4%	1%	17%	100%
Ambulance/emergency medical services	27%	24%	5%	1%	44%	100%
Fire prevention and education	24%	29%	8%	2%	37%	100%
Traffic enforcement	18%	43%	22%	10%	8%	100%
Garbage collection	50%	39%	8%	1%	2%	100%
Recycling	50%	40%	5%	1%	3%	100%
Yard waste pick-up	35%	35%	12%	5%	14%	100%
Street repair	10%	39%	30%	14%	6%	100%
Street cleaning	16%	48%	22%	9%	5%	100%
Street lighting	17%	51%	23%	7%	2%	100%
Snow removal	20%	50%	16%	4%	10%	100%
Sidewalk maintenance	9%	33%	29%	22%	8%	100%
Amount of public parking	4%	16%	30%	49%	1%	100%
Storm drainage	7%	32%	27%	14%	21%	100%

<b>Question #10: How do you rate the quality of each of the following services in Rye?</b>						
	<b>excellent</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>don't know</b>	<b>Total</b>
Sewer services	9%	35%	19%	6%	30%	100%
City parks	28%	51%	11%	3%	7%	100%
Recreation programs or classes	24%	42%	12%	2%	21%	100%
Range/variety of recreation programs and classes	22%	39%	15%	3%	21%	100%
Recreation centers/facilities	19%	42%	19%	6%	14%	100%
Accessibility of parks	31%	52%	10%	2%	6%	100%
Accessibility of recreation centers/facilities	27%	48%	13%	2%	11%	100%
Appearance/maintenance of parks	30%	52%	12%	2%	5%	100%
Appearance of recreation centers/facilities	18%	46%	19%	4%	12%	100%
Land use, planning and zoning	7%	30%	26%	17%	20%	100%
Code enforcement (weeds, abandoned buildings, etc)	8%	25%	25%	14%	29%	100%
Animal control	9%	33%	16%	6%	35%	100%
Services to seniors	8%	22%	9%	4%	58%	100%
Services to youth	16%	32%	13%	3%	35%	100%
Cable television	8%	41%	20%	12%	19%	100%

<b>Question #11: Overall, how would you rate the quality of the services provided by . . .</b>						
	<b>excellent</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>don't know</b>	<b>Total</b>
Overall, how would you rate the quality of the services provided by the City of Rye?	26%	60%	11%	1%	2%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	6%	37%	30%	4%	22%	100%
Overall, how would you rate the quality of the services provided by the State Government?	5%	42%	27%	4%	22%	100%

<b>Question #12: Have you had any in-person or phone contact with an employee of the City of Rye within the last 12 months?</b>		
		<b>Percent of Respondents</b>
Have you had any in-person or phone contact with an employee of the City of Rye within the last 12 months?	no	29%
	yes	71%
Total		100%

<b>Question #13: What was your impression of the employees of the City of Rye in your most recent contact?</b>						
	<b>excellent</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>don't know</b>	<b>Total</b>
Knowledge	41%	47%	9%	1%	2%	100%
Responsiveness	41%	42%	13%	4%	0%	100%
Courtesy	46%	37%	13%	4%	0%	100%
Overall Impression	42%	43%	11%	5%	0%	100%

<b>Question #14: Please rate your agreement or disagreement with the following statements.</b>							
	<b>strongly agree</b>	<b>somewhat agree</b>	<b>neither agree nor disagree</b>	<b>somewhat disagree</b>	<b>strongly disagree</b>	<b>don't know</b>	<b>Total</b>
I receive good value for the City of Rye taxes I pay	16%	41%	16%	15%	5%	7%	100%
I am pleased with the overall direction that the City of Rye is taking	13%	43%	19%	15%	4%	6%	100%
The City of Rye government welcomes citizen involvement	17%	37%	16%	7%	3%	20%	100%
The City of Rye government listens to citizens	11%	33%	20%	10%	3%	22%	100%

<b>Question #15: What impact, if any, do you think the economy will have on your family income in the next 6 months?</b>		
		<b>Percent of Respondents</b>
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	1%
	somewhat positive	7%
	neutral	42%
	somewhat negative	42%
	very negative	8%
Total		100%

<b>Question #16: Do you live within the City limits of the City of Rye?</b>		
		<b>Percent of Respondents</b>
Do you live within the limits of the City of Rye?	no	2%
	Yes	98%
Total		100%

Question #17: Employment Status		
		Percent of Respondents
Are you currently employed?	no	30%
	yes	70%
Total		100%

Question #17a: Usual Mode of Transportation to Work		
		Percent of Employed Respondents
What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Motorized vehicle	65%
	Bus, Rail, Subway, or other public transportation	28%
	Walk	3%
	Work at home	4%
Total		100%

Question #17b: Drive Alone or Carpool		
		Percent of Employed Respondents
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	no	91%
	yes	9%
Total		100%

Usual Mode of Transportation to Work, Including Carpooling		
		Percent of Employed Respondents
Usual mode of transportation to work	Motorized vehicle, no others (SOV)	60%
	Motorized vehicle, with others (MOV)	6%
	Bus, rail, subway, or other public transportation	28%
	walk	3%
	work at home	4%
Total		100%

Question #18: Length of Residency		
		Percent of Respondents
How many years have you lived in Rye?	less than 2 years	15%
	2-5 years	19%
	6-10 years	15%
	11-20 years	15%
	more than 20 years	36%
Total		100%

Question #19: Type of Housing Unit		
		Percent of Respondents
Which best describes the building you live in?	one family house detached from any other houses	65%
	one family house attached to one or more houses	6%
	building with two or more apartments or condominiums	26%
	other	3%
Total		100%

Question #20: Tenure Status		
		Percent of Respondents
Is this house, apartment, or mobile home...	rented for cash or occupied without cash payment?	22%
	owned by you or someone in this house	78%
Total		100%

Question #21: Presence of Children in Household		
		Percent of Respondents
Do any children age 12 or under live in your household?	no	59%
	yes	41%
Total		100%

Question #22: Presence of Teenagers in Household		
		Percent of Respondents
Do any teenagers ages 13 through 17 live in your household?	no	86%
	yes	14%
Total		100%

Question #23: Presence of Senior Adults in Household		
		Percent of Respondents
Are you or any other members of your household aged 65 or older?	no	75%
	yes	25%
Total		100%

Question #24: Presence of Persons with Disabilities in Household		
		Percent of Respondents
Does any member of your household have a physical handicap or is anyone disabled?	no	91%
	yes	9%
Total		100%

Question #25: Education		
		Percent of Respondents
What is the highest degree or level of school you have completed?	12th Grade or less, no diploma	2%
	high school diploma	7%
	some college, no degree	10%
	associate's degree (e.g. AA, AS)	4%
	bachelor's degree (e.g. BA, AB, BS)	31%
	graduate degree or professional degree	46%
Total		100%

Question #26: Annual Household Income		
		Percent of Respondents
How much do you anticipate your household's total income before taxes will be for the current year?	less than \$24,999	5%
	\$25,000 to \$49,999	11%
	\$50,000 to \$99,999	21%
	\$100,000 or more	63%
Total		100%

Question #27: Ethnicity		
		Percent of Respondents
Are you Spanish/Hispanic/Latino?	no	97%
	yes	3%
Total		100%

Question #28: Race		
		Percent of Respondents
What is your race?	American Indian or Alaskan Native	1%
	Asian or Pacific Islander	6%
	Black, African American	2%
	White/Caucasian	89%
	Other	2%
	Multi-Racial	1%
Total		100%

Question #29: Age		
		Percent of Respondents
In which category is your age?	18-24 years	2%
	25-34 years	19%
	35-44 years	24%
	45-54 years	22%
	55-64 years	11%
	65-74 years	12%
	75 years or older	10%
Total		100%

Question #30: Gender		
		Percent of Respondents
What is your gender?	Female	53%
	Male	47%
Total		100%

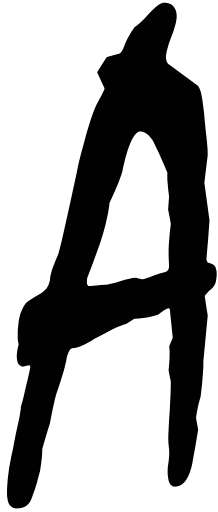
Question #31: Voter Registration Status		
		Percent of Respondents
Are you registered to vote in your jurisdiction?	no	18%
	yes	79%
	don't know	3%
Total		100%

Question #32: Vote in Last Election?		
		Percent of Respondents
Did you vote in the last election?	no	28%
	yes	71%



Question #32: Vote in Last Election?		
		Percent of Respondents
	don't know	1%
Total		100%

Question #33: Likely to Vote in Next Election?		
		Percent of Respondents
Are you likely to vote in the next election?	no	12%
	yes	82%
	don't know	6%
Total		100%



## APPENDIX II: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

### SAMPLING

Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.<sup>3</sup> An individual within each household was selected using the birthday method.<sup>4</sup>

### SURVEY ADMINISTRATION

Households received three mailings between the 9<sup>th</sup> of September and the 23<sup>rd</sup> of September 2002. The first was a postcard notifying them they had been selected to participate in the City of Rye 2002 Citizen Survey. The postcard was signed by the city manager. About a week later a survey was mailed with a cover letter also signed by the city manager. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who

<sup>3</sup> Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

<sup>4</sup> The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

had not yet participated to do so, while informing those who had already completed the survey not to do so again.

## RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 eligible households, 575 completed the survey providing a response rate of 49%. Approximately 25 addresses sampled were “vacant” or “not found.”<sup>5</sup> In general, the response rates obtained on citizen surveys range from 25% to 40%.

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<sup>5</sup> “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Rye.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 4 percentage points around any given percent reported.<sup>6</sup> The confidence intervals are larger around estimates for subgroups.

## WEIGHTING AND ANALYZING THE DATA

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Rye as reflected in the information sent by staff to National Research Center, Inc. When necessary survey results were statistically adjusted to reflect the known population profile.

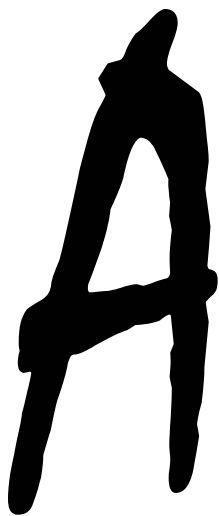
Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were tenure and gender/age. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

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<sup>6</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root } (0.25/400)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Weighting Scheme for the City of Rye Citizen Survey			
Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure			
Own Home	78%	84%	78%
Rent Home	22%	16%	22%
Type of Housing Unit			
Single-Family Detached	66%	68%	65%
Attached	34%	32%	35%
Ethnicity			
Non-Hispanic	95%	97%	97%
Hispanic	5%	3%	3%
Race			
White/Caucasian	90%	91%	89%
Non-White	10%	9%	11%
Sex			
Female	52%	55%	53%
Male	48%	45%	47%
Age			
18-34	20%	9%	21%
35-54	47%	46%	47%
55+	33%	45%	33%

\* Source: 2000 Census



## APPENDIX III: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Rye. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

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Boulder, CO  
Permit NO. 94



## CITY OF RYE

1051 BOSTON POST ROAD RYE, NY 10580-2996  
TEL: (914) 967-5400 FAX: (914) 967-4604



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Boulder, CO  
Permit NO. 94

Presorted  
First Class Mail  
US Postage Paid  
Boulder, CO  
Permit NO. 94

Dear City of Rye Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Rye. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Julia Novak  
City Manager

Dear City of Rye Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Rye. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Julia Novak  
City Manager

Dear City of Rye Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Rye. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Julia Novak  
City Manager

Dear City of Rye Resident,

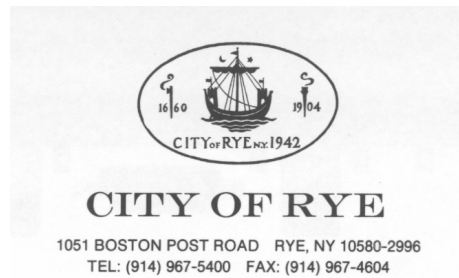
Your household has been selected at random to participate in an anonymous citizen survey about the City of Rye. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Julia Novak  
City Manager





September, 2002

Dear Rye Resident:

The City of Rye wants to know what you think about our community and municipal government. You have been randomly selected to participate in Rye's 2002 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Rye residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call, (914) 967-7412.

Please help us shape the future of Rye. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, which appears to read 'Julia Novak', is placed above the printed name.

Julia Novak  
City Manager



## CITY OF RYE

1051 BOSTON POST ROAD RYE, NY 10580-2996  
TEL: (914) 967-5400 FAX: (914) 967-4604

September, 2002

Dear Rye Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Rye wants to know what you think about our community and municipal government. You have been randomly selected to participate in The City of Rye Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Rye residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call, (914) 967-7412.

Please help us shape the future of Rye. Thank you for your time and participation.

Sincerely,

Julia Novak  
City Manager

# The City of Rye 2002 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

## 1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Rye as a place to live? .....	1	2	3	4	5
How do you rate your neighborhood as a place to live? .....	1	2	3	4	5
How do you rate Rye as a place to raise children? .....	1	2	3	4	5
How do you rate Rye as a place to retire? .....	1	2	3	4	5
How do you rate the overall quality of life in Rye? .....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Rye as a whole:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community .....	1	2	3	4	5
Overall appearance of Rye .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Ease of car travel in Rye .....	1	2	3	4	5
Ease of bus travel in Rye .....	1	2	3	4	5
Ease of rail/subway travel in Rye .....	1	2	3	4	5
Ease of bicycle travel in Rye .....	1	2	3	4	5
Ease of walking in Rye .....	1	2	3	4	5

## 3. Please rate the speed of growth in the following categories in Rye over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.) .....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

## 4. To what degree, if at all, are the following problems in Rye:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime .....	1	2	3	4	5
Drugs .....	1	2	3	4	5
Taxes .....	1	2	3	4	5
Traffic congestion .....	1	2	3	4	5
Unsupervised youth .....	1	2	3	4	5

**5. Please rate how safe you feel from the following occurring to you in Rye:**

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

**6. Please rate how safe you feel:**

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark .....	1	2	3	4	5	6
In Rye's downtown area during the day .....	1	2	3	4	5	6
In Rye's downtown area after dark.....	1	2	3	4	5	6
In Rye's parks during the day.....	1	2	3	4	5	6
In Rye's parks after dark .....	1	2	3	4	5	6

**7. During the past twelve months, were you or anyone in your household the victim of any crime?**

☐ no [go to question #9]    ☐ yes [go to question #8]    ☐ don't know

**8. If yes, was this crime (these crimes) reported to the police?**

☐ no    ☐ yes    ☐ don't know

**9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Rye?**

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>
Used Rye recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood or City park.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Read Rye Newsletter.....	1	2	3	4	5
Used the Internet for anything .....	1	2	3	4	5
Used the Internet to conduct business with Rye .....	1	2	3	4	5
Purchased an item over the Internet.....	1	2	3	4	5

**10. How do you rate the quality of each of the following services in Rye?**

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Cable television.....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by...**

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The City of Rye?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Rye within the last 12 months (including police, receptionists, planners or any others)?

- ☐ no [go to question #14]    ☐ yes [go to question #13]

13. What was your impression of employees of the City of Rye in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy .....	1	2	3	4	5
Overall impression .....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>neither agree nor disagree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
I receive good value for the City of Rye taxes I pay.....	1	2	3	4	5	6
I am pleased with the overall direction that the City of Rye is taking.....	1	2	3	4	5	6
The City of Rye government welcomes citizen involvement .....	1	2	3	4	5	6
The City of Rye government listens to citizens .....	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ very positive    ☐ somewhat positive    ☐ neutral    ☐ somewhat negative    ☐ very negative

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**16. Do you live within the City limits of the City of Rye?**

- ☐ no ☐ yes

**17. Are you currently employed?**

- ☐ no [go to question #18] ☐ yes [go to question #17a]

**17a. What one method of transportation do you *usually* use (for the longest distance of your commute) to travel to work?**

- ☐ Motorized vehicle (e.g. car, truck, van, motorcycle etc...)  
☐ Bus, Rail, Subway, or other public transportation  
☐ Walk  
☐ Work at home  
☐ Other

**17b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 17a, do other people (adults or children) *usually* ride with you to or from work?**

- ☐ no ☐ yes

**18. How many years have you lived in Rye?**

- ☐ less than 2 years ☐ 11-20 years  
☐ 2-5 years ☐ more than 20 years  
☐ 6-10 years

**19. Which best describes the building you live in?**

- ☐ one family house detached from any other houses  
☐ house attached to one or more houses (e.g. a duplex or townhome)  
☐ building with two or more apartments or condominiums  
☐ mobile home  
☐ other

**20. Is this house, apartment, or mobile home...**

- ☐ rented for cash or occupied without cash payment?  
☐ owned by you or someone in this house with a mortgage or free and clear?

**21. Do any children 12 or under live in your household?**

- ☐ no ☐ yes

**22. Do any teenagers aged between 13 and 17 live in your household?**

- ☐ no ☐ yes

**23. Are you or any other members of your household aged 65 or older?**

- ☐ no ☐ yes

**24. Does any member of your household have a physical handicap or is anyone disabled?**

- ☐ no ☐ yes

**25. What is the highest degree or level of school you have completed? (mark one box)**

- ☐ 12th Grade or less, no diploma  
☐ high school diploma  
☐ some college, no degree  
☐ associate's degree (e.g. AA, AS)  
☐ bachelor's degree (e.g. BA, AB, BS)  
☐ graduate degree or professional degree

**26. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- ☐ less than \$24,999  
☐ \$25,000 to \$49,999  
☐ \$50,000 to \$99,999  
☐ \$100,000 or more

**27. Are you Spanish/Hispanic/Latino?**

- ☐ no ☐ yes

**28. What is your race? (Mark one or more races to indicate what race you consider yourself to be)**

- ☐ American Indian or Alaskan native  
☐ Asian or Pacific Islander  
☐ Black, African American  
☐ White/Caucasian  
☐ Other

**29. In which category is your age?**

- ☐ 18-24 years ☐ 55-64 years  
☐ 25-34 years ☐ 65-74 years  
☐ 35-44 years ☐ 75 years or older  
☐ 45-54 years

**30. What is your gender?**

- ☐ female ☐ male

**31. Are you registered to vote in your jurisdiction?**

- ☐ no ☐ yes ☐ don't know

**32. Did you vote in the last election?**

- ☐ no ☐ yes ☐ don't know

**33. Are you likely to vote in the next election?**

- ☐ no ☐ yes ☐ don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301**

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